

Terms of Service for Tails Therapy Ltd

Effective Date: 01.10.25 **Last Updated:** 30.09.25

1. Introduction

Welcome to Tails Therapy & Education, operated by Tails Therapy Ltd (“we”, “us”, or “our”). By accessing or using our website [www.tailstherapy.co.uk], you agree to be bound by these Terms of Service.

These terms govern your use of our:

- Educational content and resources
- Interactive quizzes and tools
- Newsletter and contact forms
- Online shop for downloadable materials
- External links and third-party integrations

If you do not agree to these terms, please do not use our site.

2. Use of Content

All content provided is for **informational and educational purposes only**. It does not constitute veterinary or medical advice. Always consult a qualified professional before making decisions about animal health or treatment.

You may:

- View and share free resources for personal or professional use
- Download paid materials for individual use (not redistribution)

You may not:

- Copy, reproduce, or distribute content without permission
- Use our content for commercial resale or derivative works

3. Purchases and Downloads

Our online shop offers digital resources for purchase. By buying from us, you agree that:

- All sales are final (unless faulty or misrepresented)
- Downloads are for personal or professional use only
- Payment is processed securely via Stripe
- You will not share or resell purchased materials

4. User Accounts and Communications

If you sign up for our newsletter or submit a contact form:

- You agree to receive communications from us
- You can unsubscribe at any time
- You are responsible for ensuring your contact details are accurate

5. Privacy and Data Protection

We are committed to protecting your privacy. Please refer to our [Privacy Policy] for full details on how we collect, use, and protect your data.

We comply with the **UK GDPR** and **Data Protection Act 2018**.

6. Cookie Policy

Our website uses cookies to enhance your experience. Cookies may:

- Track site usage and performance (via Google Analytics)
- Remember preferences and login sessions
- Support secure transactions

You can manage or disable cookies via your browser settings. By continuing to use our site, you consent to our use of cookies.

7. External Links

We may link to third-party websites for convenience. We are not responsible for their content, privacy practices, or accuracy. Use them at your own discretion.

8. Intellectual Property

All content, branding, and downloadable materials are the intellectual property of Tails Therapy Ltd or its licensors. Unauthorised use is prohibited.

9. Limitation of Liability

We do our best to ensure accuracy, but we do not guarantee that all content is error-free or suitable for every situation. We are not liable for:

- Decisions made based on our content
- Technical issues or interruptions
- Losses arising from use of external links or downloads

10. Changes to Terms

We may update these Terms of Service from time to time. Continued use of the site after changes are posted constitutes acceptance of the revised terms.

11. Contact Us

For questions about these terms, contact: **admin@tailstherapy.co.uk**